Why Telework Now?

- Increasing Medi-Cal caseloads:
  - Health Care Reform implementation
  - Healthy Families participants are transitioning to the Medi-Cal Program, commencing October 2012.
  - Healthy Way L.A. participants will be enrolled into the Medi-Cal Program effective January 1, 2014.

- Expanding service delivery from remote locations

- Reducing the County’s need to acquire additional space

- New Technology: CSC/IVR, EDMS, and YBN
Staff selection

- Agree to sign Telework Agreement
- Customer Service Center teleworkers must have knowledge in Medi-Cal, and two other programs
- Demonstrate adherence to attendance standards set forth by the Department
- Able to navigate necessary computer applications/systems
- Have a competent or better rating in their current performance evaluation
- Two year work history with no documented disciplinary incidents
Telework Training

- County Telework Program Training Certification
- Department Telework Training
- Computer Use Training
- Security & Confidentiality Policy Training
## County Equipment Provided

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Customer Service Center Teleworkers</th>
<th>Medi-Cal Approved Teleworkers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lap Top</td>
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<td>✓</td>
</tr>
<tr>
<td>Virtual Private Network (VPN)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>(2) Monitors</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>VOIP</td>
<td>✓</td>
<td>✗</td>
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<tr>
<td>Key Board</td>
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<tr>
<td>Mouse</td>
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</tr>
<tr>
<td>Headset</td>
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## Communication Tools

<table>
<thead>
<tr>
<th>Tool</th>
<th>Customer Service Center Teleworkers</th>
<th>Medi-Cal Approved Teleworkers</th>
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<tbody>
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<td><img src="false" alt="No" /></td>
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<tr>
<td>Email</td>
<td><img src="true" alt="Yes" /></td>
<td><img src="true" alt="Yes" /></td>
</tr>
<tr>
<td>Video Conferencing</td>
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</tr>
<tr>
<td>Telephone (VOIP)</td>
<td><img src="true" alt="Yes" /></td>
<td><img src="false" alt="No" /></td>
</tr>
</tbody>
</table>
Teleworkers Must Agree to the following:

- Hoteling

- Provide all furniture needed to make their workstation at home fully functional and safe, including, but not limited to, a desk, chair, etc.

- Agree to a home Ergonomic and Safety Inspection of the workspace prior to beginning telework.

- Set-up and pay for installation and monthly fees associated with internet connectivity.

- Participate in mandatory telework and equipment use trainings.
Teleworkers Home Workspace

Teleworkers are required to:

- Complete an ergonomic and safety self-assessment of their home workspace
- Agree to an Ergonomic & Safety Inspection by a Department designated representative
- Provide all office furniture including an ergonomically appropriate desk and chair
- Designate a private workspace
Required Telework Forms

- Telework Agreement
- Telework Application
- Ergonomic & Safety Certification
- County Security & Confidentiality Policy Form
Next Steps

- January 2014 expand telework Pilots
- Incorporate task-based model for Medi-Cal Approved teleworkers
Questions?
An overview of the an business strategy to initiate the Telecommute Work Program (TWP)
Pilot objectives

- Assessing the ability to fulfill DPSS service requirements for remote locations in order to expand our capacity to meet increasing service demands
- Reducing the County’s need for additional space through telecommuting while expanding the employee population
- Improving the County’s recruitment and retention efforts by offering a formal telecommute work program for eligible employees
- Improving productivity by reducing absenteeism
- Complying with the requirement of the SCAQMD’s 2202 ruling
- Improving business continuity

Scope:
- 63 Employees
  - Admin. Services 15
  - Adult Services 6
  - Children’s Services 23
  - Self-Sufficiency 19
Staff selection

- For Riverside County staff across all divisions are eligible to participate.

Criteria:
- be employed by Riverside County at least one year and/or successfully completed a probationary period
- have a meets or above in his or her current performance evaluation, with no documented performance or conduct issues
- have work assignments or job duties that allow him or her to be away from the office
- be able to work independently
- be able to manage his or her time effectively, and
- be approved by his or her supervisor, manager, and/or deputy/assistant director to participate in the TWP.
Specific Training Provided

- Defining Telecommuting
- Ergonomic/ Safety Training
- Computer Trouble Shooting Training
- Specific Policy Training:
  - Board of Supervisor’s Telecommuting Policy
  - Department Policy
## Equipment Provided by the County

<table>
<thead>
<tr>
<th>Division/Position</th>
<th>Printer</th>
<th>Laptop/ Desktop</th>
<th>Dual Monitors</th>
<th>Cell Phone</th>
<th>Air Card</th>
<th>Postage meter</th>
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<tr>
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<td>Children’s Social Service Worker</td>
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<tr>
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<td>X</td>
<td>X</td>
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<td>X</td>
</tr>
</tbody>
</table>
Telecommuters are required to designate a specific workstation/area within their home and are responsible for safe and secure working conditions in the designated work space. This work area is an extension of the employee's PWL and supervisors/managers, at their discretion, may conduct an inspection of the designated home workstation/area during work hours to determine if it meets DPSS’s safety and security requirements. Telecommuters are not allowed to work in other locations such as coffee shops, parks, mall area, restaurants, and so on.
Employee’s TWP Agreement
- County may terminate at any time
- Salary and benefits will not change because of participating in TWP
- Telecommuters are required to be available by telephone and email during their scheduled work hours
- The telecommuter is required to designate a specific workstation/area within his or her home and is responsible for safe and secure working conditions in the designated workstation/area.

Self-Certification Safety Checklist
- General household safety
- TWP workstation safety
- Ergonomic safety
Recommendations for moving forward

- Establish a coordinator to oversee the TWP (workload and classification to be determined)
- Explore the usage of video conferencing technology (such as Skype) to connect telecommuters with their office and/or customers
- Expand TWP, using a phased approached
- Provide education and information specifically tailored to telecommuters
- Require telecommuters to have a minimum bandwidth at home from their Internet Service Provider of 6 Mbps.
Questions?
An overview of the pilot for Covered California Quick Sort Transfers
Why Work@Home

- HCR requires Transferred calls to the CSC
- HCR requires extended hours – evenings and Saturdays
- Evening and Saturday staffing need may be small
- To avoid keeping offices open, staff can work from home.

Scope:
- 5-10 to start
- All EWs
- County allows Telecommuting in other departments and classifications, but this is the first project to include Eligibility Staff
Staff selection

- For San Bernardino’s project we needed Eligibility Workers

Criteria
- Must have 6 months Customer Service Center experience
- Regular Status EW II or above
- Good Attendance
- Adherence 90% or higher
Specific Training Provided

- Ergonomic Training
- Computer Trouble Shooting Training
- Specific Policy Training:
  - HCR Training
  - CalHEERS Training
  - Call Center Protocol Training
Equipment Provided by the County

County will provide:
- Computer Workstation
- Docking station, laptop, two monitors, keyboard, & mouse
- High speed secure Internet connection
- All software necessary to do the job
- IT Support
TAD Staff Equipment and Workspace

The work area must be:
- Private
- Free of noise
- Secure
- Ergonomically appropriate

Staff must provide the following:
- An ergonomically appropriate desk/chair
- Safety equipment:
  - Fire extinguisher
  - Appropriate Heat/Air
  - Adequate lighting
- A private work space such as an office or bedroom
Employee must sign:

- **Work@Home Agreement:**
  - County may terminate at any time
  - Agree to work at least 2 Saturdays a month
  - Agree to work no more than 4 evenings a week
  - Provide a picture of workspace
  - Required to come to the office in certain situations
    - Workstation down
    - Staff meetings

- **Equipment Loan Agreement**
  - Workstation specifics
  - Must return
  - Used to conduct county business only
  - List specific county/state that will be accessed

- **Safety Checklist**
  - Fire protection
  - Emergency procedures
  - Electrical safety
  - Household safety
  - Private work area
Lessons Learned

- Plan early
- Lead time for Telco if providing Internet
- Telco Contractors are somewhat unreliable
- If providing Internet, staff must inform county of address changes
- Supervisor Support Availability
- Sick Leave Procedures
Questions?
TELECOMMUTING PILOT

San Francisco County’s Human Services Agency
CalFresh Program
9.24.13
Pilot objectives / Scope

- **OBJECTIVES:**
  - Save space
  - Staff morale
  - Increase worker productivity by 10%

- **SCOPE:**
  - 6 Eligibility workers
    - English/Spanish
    - Tasks are on-line applications, phone interviews and call center calls
Staff selection

Criteria:
- Voluntary
- Experienced (1 year + as CalFresh EW)
- In good standing, attendance
- Serves clients in Eng/Span
- Recommended by supervisor
  - Independent worker
  - Organized
  - Solid knowledge of CalFresh regulations
Training

- Biz Process (indexing, task assignment)
- Ergonomic/ Safety Training
- IVP phones
- Virtual desktop
- The Department’s Telecommute Agreement
- OJT (in another building) for 2-3 days
Equipment Provided by the County

- Voice Over Internet Phone (VOIP)
- PC / Monitor/ Keyboard/ Mouse / Headset
- Virtual Private Network (VPN)
Workspace Expectations

1. Transport and set up your own equipment

2. Must be private space with desk, chair, DSL/cable

3. Must not be responsible for caring for a child/dependent during work hours

4. Minimize personal disruptions (visitors, non-work calls)
Agreements
Employee must sign:

Employee’s Agreement

- Will do **10% more work** than when in the office.
- Designated days of the week to work at home, and the number of **days, may change**.
- Salary and benefits **won’t change**.
- Must be **available** by telephone and email during work hours.
- If **IT failures** persist, contact supervisor to see if must return to the office.
- County may **terminate** at any time.
Recommendations

- Image documents up-front
- Coordinate days for desk-sharing
- Expand the pilot
Questions?

- What does it take to supervise a telecommuter, and are all supervisors a good fit?
- Will this model work for staff that are less self-reliant?
- Does telecommuting make sense for eligibility workers?